

DRIVING UP
QUALITY



WILLOWDENE SELF ASSESSMENT

2022

Thera East Anglia

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Thera's Vision



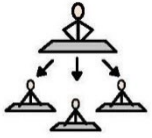
leaders

Thera will show that people with a learning disability can be leaders in society.



control

Thera will be controlled by people with a learning disability.



managed

People supported by Thera can say how their Thera company is directed and managed.



support

People with a learning disability will design the support they want from Thera.



respect

Thera will respect the rights and wishes of people at work, at home and in the community.



quality

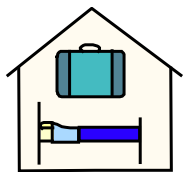
People with a learning disability will check the quality of support from their Thera company.



charity

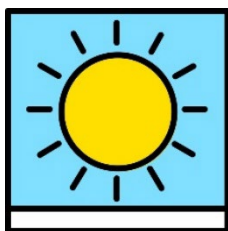
Thera Group will be led by a charity.

About Willowdene



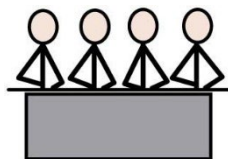
Short Breaks

We are a short breaks service, also known as respite, we are one of two breaks' facilities in Norfolk to enable people to have a break from their family home or other placement. We are situated in the quiet village of Tunstead.



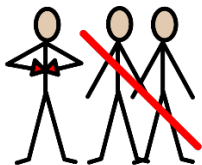
Day support

We offer a short breaks service, that is tailored to an individual's needs and requirements. We support people on both day support and overnight, supporting adults with learning disabilities with an age range of 18-65 years old.



CQC

We are a large bungalow adapted to meet the requirements set by the Care Quality Commission with a large wet room, one 1 room including TV and DVD player and lockable medication cabinets.



independence

We promote independence and inclusion, ensuring a person-centered support and will fit in with the needs and requirements of the people we will be supporting.

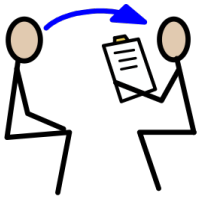


community activities

We have supported people to attend colleges, The Princes Trust and voluntary charity work within the community.

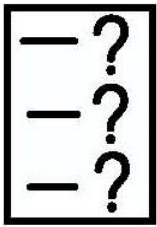
We encourage people to spend their time with us doing what they enjoy doing, this has included things such as horse riding, swimming, and trampolining.

How we went about our assessment



Each year we send out our self-assessment. This is a great insight into how the families and the people supported by us feel about the support we provide.

assessment



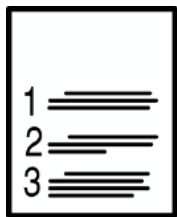
survey

At the end of July 2022 we surveyed all the people we supported and their families. The people we support either completed the forms independently, or with help from a member of their support team or a family member.



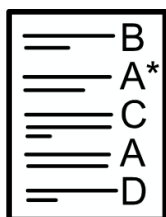
identify

We looked at 3 focus areas under the Driving Up Quality framework. We identified where we think we are doing well and what things we need to work on.



plan

We have used the feedback from the survey to form a plan structured around the 3 focus areas.



reports

In the following report you will see that we as a service do meet these areas. Examples are given followed by what you thought we do well and what we could do better. Quotes have been used from families but no names.

Support is focused on the person



person
centred

At Willowdene we have person centered support plans in place, that are written with the needs of the individual at the forefront of the plan and are a living document. We ensure that people supported are given choice and promote independence and life skills.

What we do **well**:



well

- “Offer person centered care of the highest standard”
- Trips out for the individual “allowing choices to be made with guidance”
- Provide opportunities and support to access various activities
- Allow the individual to bath as often as they like whilst on respite.
- Very good transport to and from Willowdene
- “They make sure I’m safe and happy with everything, always!”
- “Regular, consistent team who know X well and support his needs when in their care”
- Give good detailed written accounts
- Given opportunities to enjoy activities.

What we could do **better**:



improve

- Helping the person supported to shave more.
- Checking that the individual is dressed properly.
- “I’d like to put my mind to cooking if I can”, offering new activities

In summary:



summary

People are offered choice and feel well supported to do the things they want to do. They are supported to a very high standard, but there is always room for improvement with more attention to detail needed within elements of personal care. However, most of the families and individual supported left this section blank or said there was nothing we could improve on. Over the next year we will look to continue to the high standards we already have in place and will look to offer the people supported an even wider range of activities to enrich their lives further.

An ordinary and meaningful life



community
activities

We provide activities which enable the people supported by Willowdene to have community access and use local leisure facilities. We provide service users with physical activities, supporting healthy lifestyles such as swimming, trampoline rebound therapy and horse riding lessons.

What we do **well**:



well

- “Helping to achieve a meaningful life”
- Making their own choices in most aspects of life
- “Encouragement is to given to X to participate in drawing; setting and clearing the dinner table”
- “Support is always focused on things my son enjoys doing”
- “I go swimming, horse riding, do arts and crafts, and cooking”
- “I like having conversations with the staff and dancing with them”
- “Everything you do is for X’s needs and enjoyment, he thoroughly enjoys his time at Willowdene.”
- Providing a good varied selection of equipment to help enjoy visits, such as; T.V, DVD player, tablets, garden swing, sensory room and equipment.
- Taking the people supported shopping in the community.

What we could do **better**:



improve

- Use more braille
- Clothing going astray is problematic.
- Vary lunch destinations more and try to sit in rather than takeaway.

In summary:



People are well supported in their daily lives and after 2 years of Covid-19 restrictions they have got straight back into all the activities they enjoyed doing. Covid restrictions have been lifted and with that we can look at encouraging the people we support to try new lunch destinations that allow them to sit in. Over the next year we will work towards this, and we will resolve any inventory issues that we are having with individuals personal belongings. However, most of the families and individual supported left this section blank or said there was nothing we could improve on.

Care and support focuses on people being happy and having a good quality of life



life skills

We have person centered support plans that ensure choice is always given. We encourage life skills such as cooking, cleaning, shopping, and accessing the community. We encourage the promotion of independence and have goals within our support plans.

What we do **well**:



well

- “I enjoy doing my notes in the bedroom, going out to my activities, and listening to music.”
- “Support workers know me well and are good at their jobs”
- “My son is always happy with going to Willowdene and you provide very good personalised care”
- “Staff look after X’s emotional wellbeing as well as his physical wellbeing”
- Healthy meal choices.
- Good care is taken to ensure the people supported are clean and well presented.
- “He’s always happy to attend Willowdene and to the best quality possible for his needs”.

What we could do **better**:



improve

- Pick up times from home could be more punctual
- Ensure vehicles are cleaned at the end of each service visit, ready for the next person supported visit.

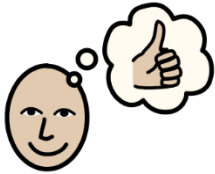
In summary:



summary

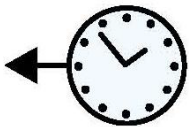
We are involved in the recruitment of the staff team. We always try to look at skill mix with the people supported to ensure the best support is given. This shows in the feedback as most of the families and individual supported left this section blank or said there was nothing we could improve on. We will look to continue to give the people supported the highest quality of care that gives them a good quality of life and look to improving our punctuality, as well as the quality of cleaning with all of our vehicles.

Summary



positive

As always thank you all for such positive comments. It is great to see that the passion we all have for Willowdene and the people that access it comes across positively. It's great to see that these **“What we could do better”** comments from 2019 are no longer an issue.



past

- Those were;
- More walking where possible
- Try different activities in the community.



Works Well

This shows that this document works well and is a great way of improving the support we offer. It's also a great tool to see what you felt we did well and what we can improve on. The purpose of this document is to show we are responsive and want to constantly evolve and improve the support.



thank you

Thank you all once again for completing this self-assessment. If you wish to discuss anything, please contact Willowdene.

More information



If you would like more information about anything you have read in this report, please contact us at:

information



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